

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Wendell D. Brown

Application No.: 10/796,423

Filed: March 8, 2004

For: VIRTUAL CALL CENTER

Customer No.: 20350

Confirmation No. 1877

Examiner: William J. Deane, Jr.

Technology Center/Art Unit: 2614

AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed September 24, 2007, please enter the following amendments and remarks:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.

Amendments to the Drawings begin on page 7 of this paper and include both an attached replacement sheet and an annotated sheet showing changes.

Remarks/Arguments begin on page 8 of this paper.